



SATERN

System for Administration, Training, and Educational Resources for NASA

SATERN Login Instructions **December 2009**





SATERN Login Process

The SATERN login process is now consistent with many other NASA Information Technology (IT) systems. For access to SATERN, users will be required to enter their Agency User ID and profile password.

At the end of the session, participants will be able to:

- Understand login scenarios
- Look up or create their Agency User ID
- Create or reset their profile password
- Activate a new SATERN account
- Login to SATERN



SATERN Log In Scenarios

Choose your scenario and follow the appropriate steps:

Scenario 1:

You are an *existing* SATERN User and you know your Agency User ID and profile password – **follow Steps 1 and 2A**

Scenario 2:

You are an *existing* SATERN User and you *don't* know your Agency User ID and/or profile password – **follow Steps 1, and 2B or 2C**

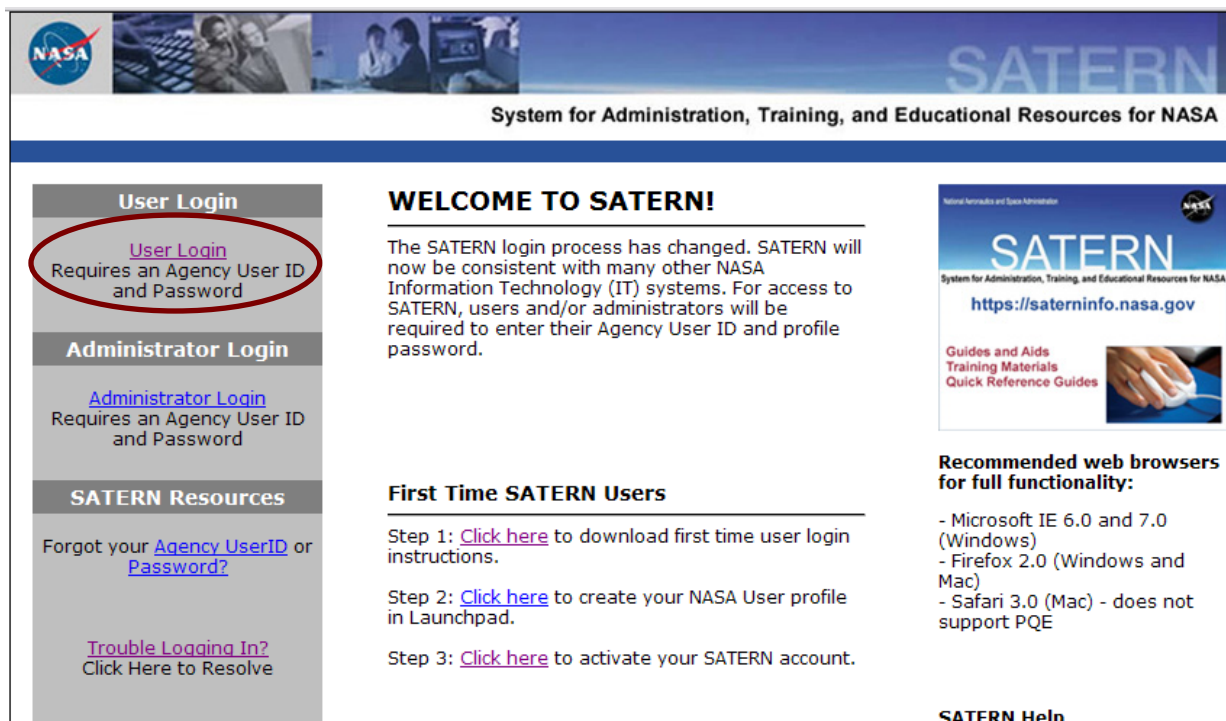
Scenario 3:

You are a *new* SATERN User – **follow Steps 1-3**

How do I Login to SATERN?

Step 1: Begin Login to SATERN Process

1. Launch your Internet browser and go to <https://satern.nasa.gov>
2. Click on **User Login**



User Login
[User Login](#)
Requires an Agency User ID and Password

Administrator Login
[Administrator Login](#)
Requires an Agency User ID and Password

SATERN Resources
Forgot your [Agency UserID](#) or [Password](#)?
[Trouble Logging In?](#)
Click Here to Resolve

WELCOME TO SATERN!

The SATERN login process has changed. SATERN will now be consistent with many other NASA Information Technology (IT) systems. For access to SATERN, users and/or administrators will be required to enter their Agency User ID and profile password.

First Time SATERN Users

Step 1: [Click here](#) to download first time user login instructions.

Step 2: [Click here](#) to create your NASA User profile in Launchpad.

Step 3: [Click here](#) to activate your SATERN account.

Recommended web browsers for full functionality:

- Microsoft IE 6.0 and 7.0 (Windows)
- Firefox 2.0 (Windows and Mac)
- Safari 3.0 (Mac) - does not support PQE

SATERN Help

What is my Agency User ID and Password?

Step 2A: If you know your NASA Agency User ID and profile password, enter it in Access Launchpad:



Access Launchpad

First-Time User

A profile allows you to access certain NASA applications such as N-PROP and HCIE. If you have not created your profile yet, you may do so by clicking the "Create My Profile" button below.

Create My Profile ►

Returning User

Log In:

Agency User ID (AUID): 

Password:

Log In

[Forgot Agency User ID or Password ?](#)

Contractors' Agency User ID does *not* begin with "C-" like the SATERN ID .



What is my Agency User ID and Password?

Step 2B: If you forgot your Agency User ID and/or profile password, select Forgot [Agency User ID](#) or [Password](#)?

- Follow the Launchpad prompts to retrieve your Agency User ID and/or reset your profile password

Returning User

Log In:

Agency User ID (AUID): 

Password:

Log In

Forgot [Agency User ID](#) or [Password](#) ?

What is my Agency User ID and Password?

Step 2C: If you have *never created* your Access Launchpad user profile

1. Under the **First-Time User** section, click **Create My Profile**

The screenshot shows the NASA Access Launchpad interface. At the top, there is a NASA logo and the text "Access Launchpad" and "Office of the Chief Information Officer". Below this, there are two main sections: "First-Time User" and "Returning User".

First-Time User

A profile allows you to access certain NASA applications such as N-PROP and HCIE. If you have not created your profile yet, you may do so by clicking the "Create My Profile" button below.

Create My Profile ►

Returning User

Log In:

Agency User ID (AUID):

Password:

Log In

Forgot [Agency User ID](#) or [Password](#) ?

Frequently Asked Questions

What is my Agency User ID and Password?

Step 2C (cont.): Retrieve your Agency User ID

2. Do you know your Agency User ID? Select either **Yes** or **No**:
 - If you select **Yes**, you are prompted to enter your Agency User ID
 - If you select **No**, you are prompted to enter data to retrieve your Agency User ID



Access Launchpad: Create My Profile Office of the Chief Information Officer

Step 1: Enter or retrieve your Agency User ID

Step 2: Generate temporary password

Step 3: Create new password

Step 4: Answer security questions

Step 1: Enter or Retrieve Your Agency User ID

Do you know your Agency User ID?

☐ Yes, I know my Agency User ID.

☐ No, I do not know my Agency User ID.

Back **Next**

Tips

- Your Agency User ID is no more than eight characters in length.
- Your Agency User ID is unique across NASA (no one else has the same ID).

What is my Agency User ID and Password?

Step 2C (cont.): Create your profile password

3. Confirm that your personal information is correct and request a temporary password
4. Retrieve your temporary password from your e-mail inbox and create a new password
5. Answer *all* of the security questions to reset your password in the future

Access Launchpad: Create My Profile Office of the Chief Information Officer

Step 1: Enter or retrieve your Agency User ID
Step 2: Generate temporary password
Step 3: Create new password
Step 4: Answer security questions

Step 2: Generate Temporary Password

We cannot process your request because our records indicate that you already have a NASA user profile.

Click the Back button to return to the Access Launchpad log-in screen.
Click the password link in the Returning User section.

From there, you can retrieve your Agency User ID and reset your password.

Back

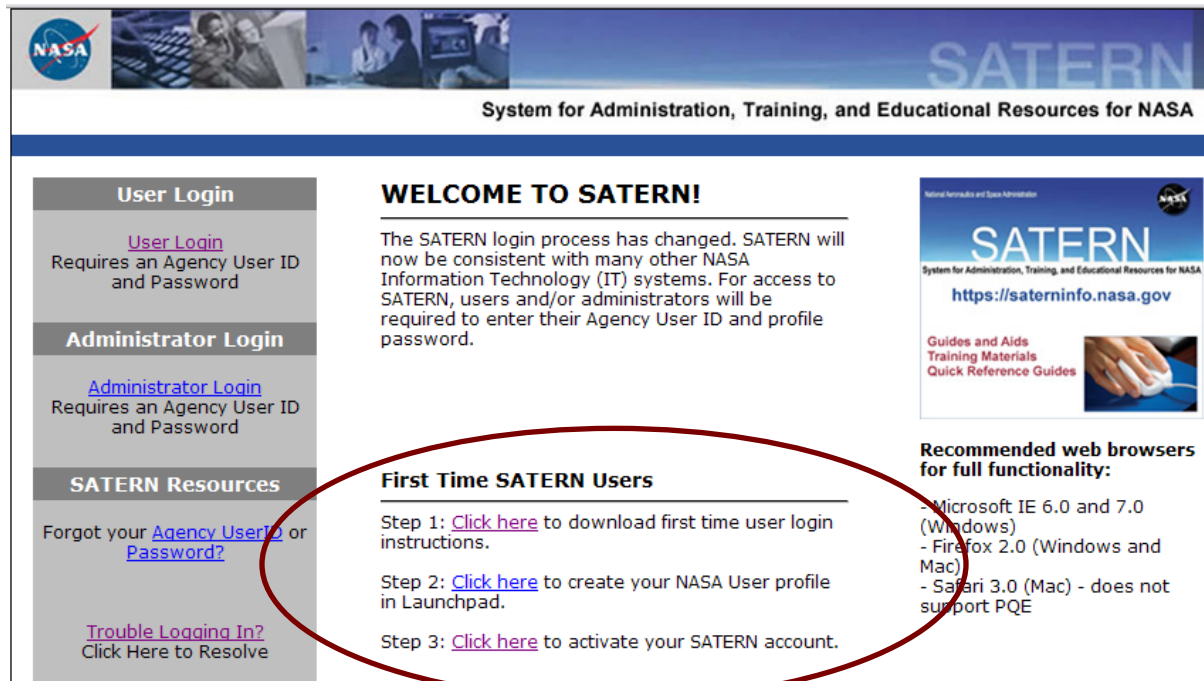
Tips

- If after 15 minutes you still have not received an email, call 1-866-419-6297
- You may need to check your spam folder for your temporary password

If you are a new SATERN user:

Step 3: Activate your SATERN User account

On the SATERN splash page (<https://satern.nasa.gov>), go to **First Time SATERN Users** section and follow Step 3:



The screenshot shows the SATERN splash page. The header includes the NASA logo and the text "SATERN System for Administration, Training, and Educational Resources for NASA". The main content area is divided into three columns. The left column contains links for "User Login", "Administrator Login", "SATERN Resources", and "Trouble Logging In?". The middle column contains a "WELCOME TO SATERN!" message, a paragraph about the login process, and a section titled "First Time SATERN Users" which is circled in red. This section contains three steps: Step 1 (Click here to download first time user login instructions), Step 2 (Click here to create your NASA User profile in Launchpad), and Step 3 (Click here to activate your SATERN account). The right column contains a "SATERN" logo, a URL "https://saterninfo.nasa.gov", and a list of recommended web browsers for full functionality: Microsoft IE 6.0 and 7.0 (Windows), Firefox 2.0 (Windows and Mac), and Safari 3.0 (Mac) - does not support PQE.

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Note: It will take one business day to activate your SATERN account.

